Dell™ Latitude ON™

# Frequently Asked Questions

## Notes

**NOTE:** A NOTE indicates important information that helps you make better use of your computer.

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# Frequently Asked Questions

### Do all computers support Dell™ Latitude ON™?

Latitude ON is currently available on the following Dell computers:

- Dell Latitude™ Z600
- Dell Latitude E4200
- Dell Latitude E4300

**NOTE:** Latitude ON support is available only if your computer was pre-configured with Latitude ON.

### How do I upgrade the Latitude ON software?

You can upgrade the Latitude ON software using a flash utility (when available) from the Dell Support website at **support.dell.com**.

**NOTE:** You must be in the Microsoft® Windows® operating system mode to upgrade the Latitude ON software.

### Will I lose data when I upgrade the Latitude ON software?

During the upgrade, Latitude ON provides an option to save configuration settings such as passwords, wireless and E-mail connection settings.

However, you will lose all other information such as E-mails, address book contacts, and calendar information during the 12 minute flash update.

### How can I save my E-mails, address book contacts, and calendar information?

You can save all your E-mails, contacts, and calendar information in Latitude ON by sending all the information back to the E-mail server.

### Will working in the Latitude ON mode extend the battery life of my computer?

Yes, you will experience a significantly longer battery life in the Latitude ON mode as:

- Latitude ON uses its own processor which is highly efficient.
- Devices like the hard drive, optical drive, and external ports are disabled in the Latitude ON mode.

### Can I use the external connectors on my computer with Latitude ON?

All external connectors and connections (including Express Card/SD card and IEEE 1394 connectors, external displays, projectors, USB devices, and external speakers) are disabled while your computer is in the Latitude ON mode. This extends the battery life of your computer.

### Can I use an external broadband connection with Latitude ON?

No, all the external connectors are disabled in the Latitude ON mode. However, Latitude ON supports an internal mobile broadband connection through an add-on mobile broadband card. The Latitude ON card also has a dual antenna 802.11b/g wireless module for wireless connectivity.

### Can I use my existing PCMCIA or Express Mobile Broadband card with Latitude ON?

No, external mobile broadband devices are not supported.

### Are there any specific mobile broadband cards that Latitude ON supports?

Currently, Latitude ON supports the following internal mobile broadband adapters only:

- Dell Wireless 5720 Mobile Broadband Mini-Card
- Dell Wireless 5630 Mobile Broadband Mini-Card

**NOTE:** The Dell Wireless 5600 Multi-Mode Mobile Broadband Mini-Card provides only wireless functionality in the Latitude ON mode. All other features are supported in the Windows mode.

### Can I setup a wireless wide area network (WWAN) during the Latitude ON initial setup configuration?

No, you cannot setup a WWAN during the Latitude ON initial setup configuration. You must complete the initial setup configuration to setup WWAN.

### Can I connect to a GSM based broadband using Latitude ON?

Yes, you can connect to GSM based broadband using Latitude ON. However, you must update the mobile broadband profile appropriately.

For more information, see the *Latitude ON Setup Guide* available on the Dell Support website at **support.dell.com/manuals**.

### Can I connect to the Internet in the Latitude ON mode?

Yes, you can connect to the Internet in the Latitude ON mode. Latitude ON allows you to browse the Internet and send/receive E-mails. However, Latitude ON does not support streaming applications like multimedia or Voice over Internet Protocol (VoIP).

### Does the Latitude ON browser support all languages?

The current version of Latitude ON does not support double byte characters such as Japanese, Arabic, or Chinese. You may receive a browser error while browsing sites that support these languages.

### Does Latitude ON support Virtual Private Network (VPN) access?

Yes, the current version of Latitude ON supports Cisco VPNs. Future versions may support additional VPN configurations.

**NOTE:** Latitude ON does not support Secure Sockets Layer (SSL), Layer 2 VPN-L2TP, or Point to Point Tunneling Protocol (PPTP).

### Can I remotely configure my computer using Latitude ON?

This feature is not currently available. Future versions may offer remote configuration capabilities.

### Is there a monthly subscription to use Latitude ON?

No, there is no monthly subscription for Latitude ON. You only pay for your Internet connection. If you decide to upgrade to a mobile broadband connection, service charges may apply and vary depending on your service provider, plan, and country.

**NOTE:** Some Internet service providers may charge you to access your E-mail and data through wireless hotspots.

### Can I access my Microsoft Exchange E-mail and POP?

Yes, the integrated E-mail client will help you access Microsoft Exchange, Post Office Protocol (POP), Internet Messaging Access Protocol (IMAP), and Novell® Groupwise E-mail accounts.

**NOTE:** Latitude ON does not support Microsoft Exchange Server 5.5 and Microsoft Exchange Server 2007.

### How does the E-mail synchronization work?

The E-mail synchronization functions as it does on a smart phone.

Latitude ON checks for new E-mails periodically. To adjust the frequency at which Latitude ON checks for new E-mails, click **Settings Manager→System Configuration→Power Management**.

**NOTE:** Latitude ON continues to check for new E-mails while you are in the Windows mode and Latitude ON is running in the sleep mode.

### Can I access web-based E-mail clients on Latitude ON?

Yes, you can access web-based E-mail clients using the web browser.

### Can I access the Citrix applications that my company supports?

Yes, Latitude ON includes a Citrix ICA Receiver that allows you to connect to a corporate Citrix application server and run applications, desktops, multimedia, intranet websites, and other applications that your company may support.

### Can I create multiple Exchange accounts in the Latitude ON E-mail account?

The Latitude ON E-mail supports only one Exchange account.

### How much data can I store using Latitude ON?

The offline storage space for E-mail, calendar, contacts, and bookmarks is approximately 200 MB. You cannot increase the size of your offline storage.

### Can I transfer data to my hard drive or my USB storage device with Latitude ON?

No, the hard drive and the external USB devices are disabled in Latitude ON mode to conserve power.

### Can I set a password to protect data in the Latitude ON mode?

Latitude ON allows you to setup passwords during the initial setup process. For more information, see the *Latitude ON Setup Guide* available on the Dell Support website at **support.dell.com/manuals**.

### Does Latitude ON encrypt data for security?

Latitude ON stores the data on an embedded processor chip. It has the same level of security as on a normal hard drive or a smart phone. The data is not encrypted.

**NOTE:** You can erase all the cached user data and settings in the Latitude ON mode using the System Configuration tool.

### Can I use my fingerprint reader or contactless card reader in Latitude ON?

The fingerprint reader is currently disabled in the Latitude ON mode. Future updates of the software may enable the fingerprint reader for login access.

### Does Latitude ON synchronize the time with the BIOS or the operating system?

Yes, Latitude ON synchronizes the time with the BIOS and operating system with every Latitude ON reboot or switch to the operating system.

**NOTE:** If you update the time in the BIOS or the operating system and immediately switch to the Latitude ON mode, you must wait for the next Latitude ON reboot or switch to the operating system for the time synchronization to occur.

### Can I use my keyboard shortcut keys or function keys in the Latitude ON mode?

Latitude ON does not support most function keys like battery or <Num Lock> and keyboard shortcuts like <Shift><Home> or <Shift><End>.

### What is instant boot or Instant ON?

Instant boot or Instant ON is a Latitude ON feature that enables you to quickly login to the Latitude ON mode.

Latitude ON will cold boot and not instant boot if:

- You are logging on to the Latitude ON mode for the first time.
- Latitude ON was shutdown using the shutdown menu in the Latitude ON mode.
- The computer was shutdown completely by removing the AC power adapter and battery or pressing and holding the power/Latitude ON button for more than four seconds.

For more information on activating the Instant ON mode, see the *Dell Latitude ON Setup Guide* available on the Dell Support website at **support.dell.com**.

### What happens when I press the power button or the Latitude ON button on the computer?

Table 1-1 through Table 1-4 describe the states of the computer when you press the power button or the Latitude ON button.

**Table 1-1. Latitude ON Mode — Instant ON Disabled**

| Computer State | Latitude ON Button | Power Button |
|---|---|---|
| Off | Cold boot Latitude ON | Cold boot Windows |
| Sleep | Instant boot Latitude ON | Exit Latitude ON and resume Windows |
| On | Sleep Latitude ON | Exit Latitude ON and resume Windows |

**Table 1-2. Latitude ON Mode — Instant ON Enabled**

| Computer State | Latitude ON Button | Power Button |
|---|---|---|
| Off | Instant boot Latitude ON | Cold boot to Windows |
| Sleep | Instant boot Latitude ON | Exit Latitude ON and resume Windows |
| On | Sleep Latitude ON | Exit Latitude ON and resume Windows |

**Table 1-3. Windows Mode — Latitude ON Enabled and Instant ON Disabled**

| Computer State | Latitude ON Button | Power Button |
|---|---|---|
| Off | Cold boot Latitude ON | Cold boot to Windows |
| Hibernating | Cold boot Latitude ON | Resume Windows |
| Sleep | Hibernate and cold boot Latitude ON | Resume Windows |
| On | Hibernate and cold boot Latitude ON | User configured |

**Table 1-4. Windows Mode — Latitude ON and Instant On Enabled**

| Computer State | Latitude ON Button | Power Button |
|---|---|---|
| Off | Instant boot Latitude ON | Cold boot to Windows |
| Hibernating | Instant boot Latitude ON | Resume Windows |
| Sleep | Hibernate and instant boot Latitude ON | Resume Windows |
| On | Hibernate and instant boot Latitude ON | User configured |